

Frequently Asked Questions


Q Where can I find my Express Login code?

A Your Express Login Code is an 8-character code (for instance, a123456b) found on your IFTA Renewal Application. You may also obtain it by calling the IFTA office at 916-322-9669.

Q How do I change my personal email address?

A Select the "Login to BOE-file" link and type in your User ID and password. Then select the "User Maintenance" link from the Electronic Services Menu-IFTA page and scroll down to "enter your email address" and follow the instructions.

Q What if I need help while I'm eFiling?

A Refer to the  in the BOE-file system for additional information.


A Refer to our website for a complete list of Frequently Asked Questions.

A Contact our Taxpayer Information Section at 800-400-7115. Monday - Friday from 8:00 a.m. – 5:00 p.m., Pacific time, except state holidays.

Q What happens if I attempt to eFile and the BOE-file system is not available?

A You are still responsible for filing a return and submitting payment for tax due. A paper return may be filed if electronic filing is not available. However, the paper return must be postmarked by the return due date to be considered timely.

Helpful Hints

1. Do not use your browser's Back or Forward buttons during this process (use only the buttons inside the BOE-file system).
2. Print your confirmation page(s).
3. Refer to the  in the BOE-file system for additional information at any step.
4. Refer to our website for a list of Frequently Asked Questions.

Visit our website at www.boe.ca.gov to find more Information about eFiling.

Record your information here for future use:

Account Number _____

Express Login Code _____

User ID _____

Password _____

State Board of Equalization

Members

Betty T. Yee
San Francisco

Bill Leonard
Ontario/Sacramento

Michelle Steel
Rolling Hills Estates

Judy Chu, Ph.D.
Los Angeles

John Chiang
State Controller

Ramon J. Hirsig
Executive Director

Board website and Member Contact information:
www.boe.ca.gov

Taxpayers' Rights Advocate
888-324-2798

Taxpayer Information Section
800-400-7115
TDD/TTY: **800-735-2929**

IFTA eFile Guide

www.boe.ca.gov



eFiling Benefits Everyone
Quick and easy filing
Automatic calculations
Environmentally friendly

Electronic Filing—Filing Was Never Easier

1 eClient Registration and Login

2 Filing Your IFTA Return

The Board of Equalization's (BOE) electronic filing (eFiling) program allows eligible International Fuel Tax Agreement (IFTA) taxpayers to file returns over the Internet. The BOE provides a free eFiling option, BOE-file.

Eligibility

Most IFTA accounts are eligible to eFile. Check our website for eligibility.

Benefits of eFiling

It's convenient

- File from anywhere you can connect to the Internet.
- File anytime, day or night—7 days a week. (The system is unavailable from Sunday at 5:00 p.m. to Monday at 5:30 a.m., Pacific time to perform routine maintenance.)
- May eliminate trips to the post office.

It's Fast

- Immediate confirmation of filing.
- Reduce the risk of submitting an incomplete return.

It's Safe

- The latest hardware and software security ensures the safety and security of taxpayer information.

It's FREE

- No cost of filing.
- No cost of postage.

Registration is quick and easy!

Registration (First Time Users)

1. Go to www.boe.ca.gov, click on the eFile logo.
2. Choose "register as an eClient."

You will need the following information:

- Account number (0590*****).
- Express Login Code (your unique eight character code, for instance, a123456b) found on your IFTA Renewal Application.

After selecting your User ID and password, record this information on the back of this brochure for future use.

eClient Benefits

- Personalize your own User ID and password.
- View prior eFiled returns.

Login is quick and easy too!

Go to www.boe.ca.gov, click on the eFile logo.

Express Login

You will need the following information:

- Account number (0590*****).
- Express Login Code (your unique eight character code, for instance, a123456b) found on your IFTA Renewal Application.

eClient Login

- Just enter your User ID and password.

Completing your return has never been easier.

1. Enter your account number (numeric portion only, example: 0590*****).
2. Verify taxpayer name and return period.
3. Select the Diesel tab.
4. Enter your return information (miles and gallons).
5. Verify that the information is correct and click IFTA-100.
6. Click File Return and you will be taken to the Confirmation Page. Please print this page for your records.
7. Print Submitted Return for your records.
8. Print Payment Voucher, if filing a return with an amount due.

Making Your Payment

1. Mail your payment and payment voucher to:

California State Board of Equalization

PO Box 22099

Albany, NY 12201-2099

That's It! You're Done!!